

## INSTALLATION SERVICES INFORMATION

### LODGING

#### RESERVATIONS INFORMATION

US Army Garrison Japan CM, Unit 45006  
ATTN: IMPC-JA-MWB-L  
Camp Zama, Japan  
APO AP 96343-5006

#### ◆ Camp Zama Reservations Office ◆

Hours: Monday - Friday 0800-1630

Telephone: DSN 263.2775  
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E-mail: [reservations@zama.army.mil](mailto:reservations@zama.army.mil)

All reservations will be held until 1800 hours, day of arrival. If you are arriving PAST 1800 hours, please notify the respective lodging facility and provide a major credit card and expiration date, to confirm the reservation for late arrival. If a credit card is not provided, the reservation will be cancelled, promptly, at 1800. Confirmed reservations (with a credit card) must arrive before 2400.

Confirmed reservations must be cancelled by 1800 hours on the day of arrival. Any cancellation after 1800 hours, day of arrival, will be charged one night's room rate. **Exception** shall be those in a PCS-In status. If the PCS-In guest does not arrive by 2400 hours, the arrival shall be rolled over until the next day. Maximum rollover is 2 days, or 48 hours.

If a room is not available for an official (TDY) traveler, 10 days out, a Certificate of Non-Availability (CNA) number will be issued. This is a control number for the traveler to record on his or her travel voucher, stating that government lodging was not available. The CNA must be issued either prior to, or day of arrival.

## **DISTINGUISHED VISITORS QUARTERS (DVQ) RESERVATION POLICY**

1. **PURPOSE.** To define the responsibilities and procedures for making reservations in the Distinguished Visitors Quarters (DVQ).
2. **APPLICABILITY.** This policy applies to all sponsors and guests making reservations with Zama Lodging.
3. **REFERENCE.** AR210-50, Para 3-39, Housing Management, 26 Feb 99.
4. **POLICY/PROCEDURES.**

Building 550, Washington Hall is designated as the DVQ for Camp Zama Lodging. There are presently 12 DVQ rooms in Zama Lodging and one DVQ room in Kure Lodging.

Rooms 203 and 204 are designated as General Officer (GO) quarters and room 206 as the GO aide's quarters.

The following is the Priority of Assignment:

Officers in the rank of colonel (O6) and above, equivalent grade DOD civilians (GS-15 or YA-3) and above and the Sergeant Major of the Army.

Officers/Enlisted Aides to General Officers and civilians as required by Protocol or the Command.

Other Personnel on TDY as per AR210-50, Para 3-42b.

Officers, Senior Enlisted and civilians on PCS status without children.

Leave-status personnel/Retired military personnel.

The reservations clerk will work closely with the installation Protocol Office and the Lodging manager when making reservations for the DVQ. When protocol requirements do not exist the DVQ may be assigned to eligible guest in accordance to the Priority of Assignment above.

5. **PROPONENT.** The proponent for this action is the Lodging Division, Directorate, Community Activities, U.S. Army Garrison, Japan (USAG-J).
6. **EXPIRATION.** This policy will remain in effect until superseded or rescinded.

## GUESTROOM PHOTOS

### Distinguished Visitors Quarters



Bldg 550:

In 1971, this building was converted into a DVQ. Prior to the conversion, this building was a BOQ. These rooms have one (1) Queen size bed, pullout sleeper sofa bed, living room, computer (in most rooms; can be requested), and a small kitchen area with a mini bar (no stove), a TV/VCR/DVD, iron and ironing board.

## Building 552



Bldg 552:

Constructed in 1991, this building has a total of 56 rooms, 36 Queen Size bed rooms and 20 two full size bed rooms. We have a playroom, lounge, and computers available for guests' use. This is the building where our front desk is located. Each room has a kitchenette (some with oven, can be requested), TV/VCR/DVD, and an iron/ironing board.

## **Building 742 (UNDER RENOVATION)**

**Estimated Date of Completion: January 2009**



Bldg 742:

We have 38 rooms in this building, each with a Queen Size bed, private shower (no bath tub) and toilet, microwave, refrigerator, TV/VCR/DVD, iron/ironing board, and other amenities.

## Building 780 (Family Units)



Apartment





### Suite



### Single



Bldg 780:

This building is newly renovated and has a total of 25 rooms. We have two (2) 3-bedroom apartments, nine (9) single rooms, and fourteen (14) 2-bedroom suites in this building. The apartments have a full kitchen, with cooking utensils. The suites have a mini-kitchen. The single rooms have a kitchenette, refrigerator (microwave). All rooms have an iron/ironing board and a TV/VCR/DVD.

## AMENITIES

TV with remote control	English and Japanese channels
VCR/DVD Player	“Free EVideo/DVD checkout
Telephone	Electronic “Security E-key cards
Stars & Stripes at the Lobby	Refrigerator
Microwave oven	Full bath amenities
Iron	Ironing board
Hair dryer	Coffee maker w/coffee & tea
Safe	

## INTERNET

Internet Service is only available in rooms at Distinguish Visitors Quarters and in the Main Lobby area of building 552.

- DVQ: ADSL is free.
- Bldg 552: Has two desktop computers and wireless service in the lobby.

Customers need to purchase an internet card for log-in; they are available for purchase in the main lobby area.

Two types of cards are offered:

- J-Spot Card (for wireless)      \$10.00 / 3-days
- Surf Link Card (for desktop)      \$5.00 / 24-hours

\*Billing time is continuous and begins once customer first login to the service.



## RATES

### BASED ON SINGLE OCCUPANCY

Type of Room	Standard Rates	Contractors
Building 550	\$47.00	\$62.00
Building 742	\$35.00	\$50.00
Building 552	\$35.00	\$50.00
Standard Rooms, Building 780	\$35.00	\$50.00
Suites, Building 780	\$41.00	\$56.00
Apartments, Building 780	\$57.00	\$72.00

- Add \$5 per room, per night for each additional person over the age of 2 years in the room.
- No charge for rollaway beds and baby cribs.
- Rates are subject to change without notice.

## PAYMENT

**TDY GUESTS:** Payment due at checkout or at the end of the month if stay is greater than 30 days.

**PCS- INBOUND GUEST:** Payment is due every 10 days for TLA (Military), or every 30 days for TQSA (Civilian).

**PCS- OUTBOUND GUEST:** Full payment is due at check-in

**SPACE AVAILABLE GUESTS:** Payment is due at check-in and must remain paid in advance.

**CONTRACTORS:** Payment is due at check-in and must remain paid in advance. Payment may be made in Cash, Check, Money Order, or Credit Cards (VISA, Master Card, American Express, or Military Star Card)